



**ANNUAL REPORT - FISCAL YEAR 2014-2015**



# FIRE DEPARTMENT

CALIFORNIA



THE MOUNTAIN VIEW FIRE DEPARTMENT EXISTS TO SAVE LIVES AND PROPERTY, PROTECT THE ENVIRONMENT, AND MINIMIZE THE RISK OF FIRE AND NATURAL DISASTER BY TRANSLATING SERVICE REQUESTS INTO ACTION, AND INVESTING IN EDUCATION, TRAINING, AND PREVENTION.

CLASS 1 DEPARTMENT

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## MESSAGE FROM THE FIRE CHIEF



We are proud to present the Mountain View Fire Department *Annual Report for Fiscal Year 2014-15*. The City of Mountain View invests significant resources into delivering quality emergency response services to our community.

Within this document you will find information related to our budget, capital assets, inspection and education programs, as well as data measurement statistics pertaining to response times and station activity.

The City of Mountain View takes the health and safety of its citizens and their property very seriously. To deliver the highest level of fire and emergency medical services, we hire and train exceptional individuals who are dedicated to our community and profession.

To accomplish our mission, the City not only selects highly qualified personnel, but we also ensure that our personnel are equipped with state of the art equipment, which most recently includes a completely upgraded fleet of fire engines, ladder truck, specialized rescue unit and hazardous material response unit. We are an “all risk and service” fire department, on duty 24 hours a day, 365 days a year, prepared to respond to any emergency situation.

Please feel free to contact us if you have any questions, concerns, comments, or compliments.

Best Regards,

Fire Chief  
-Juan Diaz

# CLASS 1 ISO CLASSIFICATION



The Mountain View Fire Department has been awarded a Class 1 Public Protection Classification rating by the Insurance Services Office (ISO), an organization that independently evaluates municipal fire protection efforts in communities throughout the United States. The Class 1 rating is the highest possible score that can be given to any fire department nationwide. Class 1 represents an exemplary fire suppression system and is the highest possible rating on the 1 to 10 classification scale. Mountain View Fire Department is 1 of only 12 fire agencies in California, and a total of 57 nationally, to have achieved this prestigious and significant ranking. Insurance companies use ISO information combined with other factors to establish local commercial business and residential property insurance rates – generally offering lower premiums in communities with better protection.



While it is no secret that the City of Mountain View takes great pride in the service we deliver to our community, we believe this independent rating objectively validates the investment made by the City and our firefighters to ensure “exemplary” fire suppression and emergency response services are always available. This rating is a reflection of the tremendous and consistent investment that our citizens and community leaders have made in our Fire Department, dispatch technology and water system.



# CITY OF MOUNTAIN VIEW

## City Governance

The City of Mountain View was incorporated on November 7, 1902 and became a charter city on January 15, 1952. The City operates under a council-manager form of government.

## City Mission Statement

The City of Mountain View provides quality services and facilities that meet the needs of a caring and diverse community in a financially responsible manner.

## City Organizational Values

- Provide exceptional service
- Act with integrity
- Treat others with respect

## 2015 City Council Members

- John McAlister - Mayor
- Patricia Showalter - Vice Mayor
- Christopher R. Clark - Councilmember
- John M. Inks - Councilmember
- R. Michael Kasperzak, Jr. - Councilmember
- Ken S. Rosenberg - Councilmember
- Leonard M. Siegel - Councilmember

## City Manager

- Daniel H. Rich

## City Staff

- Melissa Stevenson Diaz, Assistant City Manager
- Jannie L. Quinn, City Attorney
- Lorrie Brewer, City Clerk
- Michael A. Fuller, Public Works Director
- Juan Diaz, Fire Chief
- J.P. de la Montaigne, Community Services Director
- Randal Tsuda, Community Development Director
- Patty J. Kong, Finance and Administrative Services Director
- Max Bosel, Police Chief
- Roger Jensen, CIO/IT Director
- Rosanne M. Macek, Library Services Director





# JURISTDICTION OVERVIEW

## City of Mountain View Population

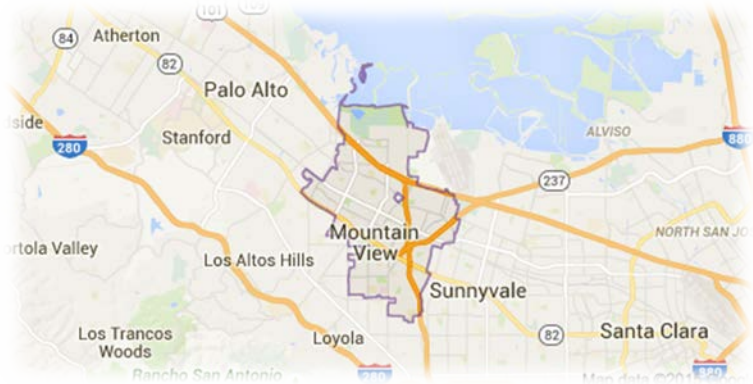
- 77,914 <sup>(1)</sup>

## Santa Clara County Population

- 1,889,638 (1.2 % increase from 2014) <sup>(1)</sup>

## State of California Population

- 38,714,725 (0.9% increase from 2014) <sup>(1)</sup>



## Housing Units in Mountain View

- 34,807 <sup>(2)</sup>

## Community Profile

Mountain View is a modern, high-tech city located in the metropolitan San Francisco Bay Area, and is home to major technology companies such as Google, Intuit, Microsoft, Symantec and LinkedIn, to name a few. Downtown Mountain View is the “heartbeat” of the City. This vibrant and active center offers restaurants, shops, theater, sidewalk cafes, clubs, and the civic center. Downtown Mountain View is known for its activities – festivals, parades, cultural events, free concerts, a variety of unique celebrations throughout the year and the weekly farmers’ market held Sundays, from 9-1pm. The Mountain View Farmers’ Market was awarded #1 Favorite Farmers’ Market in the Bay Area by the American Farmland Trust’s America’s Favorite Farmers’ Market Contest, #2 Favorite Farmers’ Market in the State of California, and #5 Favorite Large Farmers’ Market in America. The City's extensive park system not only provides an outstanding array of neighborhood parks, but also includes an innovative regional park. Shoreline-at-Mountain View Park, built along San Francisco Bay, features an 18-hole golf course, a sailing lake and a wild life interpretive trail. Stevens Creek Trail offers 5.14 miles of paved all-weather pathway for pedestrians and cyclists.

(1) California Department of Finance E-1 Population Estimate 2015

(2) California Department of Finance E-5 Housing Estimate 2015

## FIRE DEPARTMENT HISTORY

The Mountain View Fire Department was started on April 1, 1874, when fifty of the town's civic-minded men sat around a pot-bellied stove and a cracker barrel in Rogers & Rogers Department Store and formed the first organized fire brigade for Mountain View. They called it "Mountain View Station Hook & Ladder Co. No. 1." In the spring of 1928, the citizens living on the outskirts of Mountain View wanted fire protection also. They had an election to create a new fire district. On July 11, 1928 the city council passed a resolution to create the Fremont Fire District.

Today, the Mountain View Fire Department provides services to over 75,000 residents in a 12.3 square mile area and responds to over 5,000 calls for service each year.

A new headquarters station was completed in 1953 at Villa and Franklin Streets. This station replaced the station "Firehouse at Waterworks" which was dedicated in 1924. Our newest "Headquarters Station" on Shoreline Boulevard was dedicated in 1995 and has the 1953 fire bell mounted out front on the sign. This fire bell was brought back from Oakland in 1905 by Jake Mockbee to be used as the City's first alarm bell.



Fire Station 2 at Cuesta and Grant was dedicated January 1, 1959. Fire Station 3 at Rengstorff and Montecito was opened on September 1961. Fire Station 4 on Whisman Road opened on March 1968. Fire Station 5 is our newest station, houses the only fire pole in the City and it was dedicated on December 15, 2011.

The Department operates out of five stations with five engine companies, one rescue unit, one ladder truck and one Hazmat unit; with 86 full-time personnel, including Suppression Division, Fire & Environmental Protection Division, and Administrative Division employees.

The Department delivers fire suppression and rescue response, hazard prevention and education, and disaster preparedness, with a minimum on-duty daily staffing of 21 personnel.

Each of the Department's 5 engine companies is staffed with a paramedic.



# HISTORICAL APPARATUS PHOTOS

1917 MODEL T



1930 MODEL A



1947 DODGE TANKER



1953 AMERICAN LAFRANCE



1958 FORD RESCUE



1963 CROWN PITMAN SNORKLE





## MVFD HISTORICAL MUSEUM

This is the actual Mountain View Fire Department 1924 American LaFrance “Pumper.” This is our current project.



### History of the MVFD 1924 American LaFrance

After it served a long career here in Mountain View, the 1924 American LaFrance was sold to a department in the Lake Tahoe California Area. Members from our Department ran across it again in the 1980's owned by a gentleman in the Grants Pass Oregon area. The City of Mountain View purchased it again from its new owner for the price of \$2,000 and brought it back to Mountain View. Since the Fire Engine's return in the early 80's, attempts were made to raise funds to have the Engine restored. Attempts were unsuccessful and the Engine was stored at the Municipal Operation's Center in Mountain View until November 2014.



Now back at home in our shop behind Fire Station 4, we have started the process of restoring our 1924 American LaFrance by taking it apart piece by piece (as seen in the photo above) and raising the funds necessary to complete the job. We have all the original paper work starting from 1923, when the Town of Mountain View purchased the Pumper through 1930, which includes the final payment.

If you would like to more information on our museum, please visit: [mvfdhistoricalmuseum.org](http://mvfdhistoricalmuseum.org)

# ORGANIZATIONAL VALUES



## INTEGRITY

Maintain the highest ethical standards. Act with sincerity, honesty and openness. Earn the trust and respect of others.

## DEDICATION

Provide high-quality service to our citizens. Be responsive and innovative, make things happen. Demonstrate pride and loyalty to our organization.

## CARING

Deliver services with courtesy and sensitivity. Treat others with dignity and respect. Be concerned about the individual's welfare.

## FISCAL RESPONSIBILITY

Manage resources effectively. Control expenditures within budget constraints. Focus on results.

## POSITIVE WORK ENVIRONMENT

Enjoy your work. Be able to laugh. Keep a sense of humor.

## TEAMWORK

Work together to solve problems. Seek out other opinions. Strive for unity.

# ORGANIZATIONAL CHART



**Fire Chief**  
(Juan Diaz)

## Administration

- 1 Deputy Fire Chief - Vacant
- 1 Emergency Medical Services Coordinator
- 0.5 Executive Assistant \*

## SUPPRESSION

### Operations

- 3 Battalion Chief  
(Richard Alameda)
- (Dennish Custodio)
- (Ted Vandenberg)
- 3 Fire Captain/HM II
- 2 Fire Captain/HM I
- 13 Fire Captain
- 3 Fire Engineer/HM II
- 2 Fire Engineer/HM I
- 13 Fire Engineer
- 3 Firefighter/HM II
- 2 Firefighter/HM I
- 21 Firefighter/Paramedic\*\*
- 4 Firefighter

### Training/Safety

- 1 Battalion Chief (John Owen)

### Office of Emergency Services

- 1 Office of Emergency Services Coordinator



## FIRE AND ENVIRONMENTAL PROTECTION

- 1 Fire Marshal (Jaymae Wentker)

### Environmental Safety

- 2 Hazardous Materials Specialist
- 1 Environmental Safety Coordinator
- 1 Environmental and Safety Protection Inspector
- 1 Water Environment Specialist

### Fire and Building Safety

- 2 Fire Protection Engineer\*\*\*
- 1 Deputy Fire Marshal
- 1 Public Education/Fire Safety Specialist
- 1 Building Inspector I/II

\* Position directly reports to the Police Department but supports the Fire Department.

\*\* Authorization of 21 Paramedics includes Engineer and Firefighter/Hazardous Materials II levels.

\*\*\* Located in Community Development Department but budgeted in Fire Department.



## POSITION SUMMARY

POSITIONS	2013-14 ADJUSTED	2014-15 ADOPTED	2015-16 ADOPTED
Fire Chief	1	1	1
Deputy Fire Chief	1	1	1
Battalion Chief	4	4	4
Fire Marshal	1	1	1
Office of Emergency Services Coordinator	1	1	1
Emergency Medical Services Coordinator	1	1	1
Fire Protection Engineer	2	2	2
Deputy Fire Marshal	1	1	1
Public Education / Fire Safety Specialist	1	1	1
Fire Captain / HM II	3	3	3
Fire Captain / HM I	2	2	2
Fire Captain	13	13	13
Fire Engineer / HM II	3	3	3
Fire Engineer / HM I	2	2	2
Fire Engineer	13	13	13
Firefighter / HM II	3	3	3
Firefighter / HM I	2	2	2
Firefighter /Paramedic	21 *1	21 *1	21 *1
Firefighter	4	4	4
Hazmat Specialist	2	2	2
Environmental Safety Coordinator	1	1	1
Environmental & Safety Protection Inspector	1	1	1
Water Environment Specialist	1	1	1
Building Inspector I/II	1	1	1
Executive Assistant	0.5	0.5	0.5
TOTAL REGULAR	88.5	85.5	85.5
TOTAL PART-TIME HOURLY	0	0	0
<b>TOTAL POSITIONS</b>	<b>88.5</b>	<b>85.5</b>	<b>85.5</b>

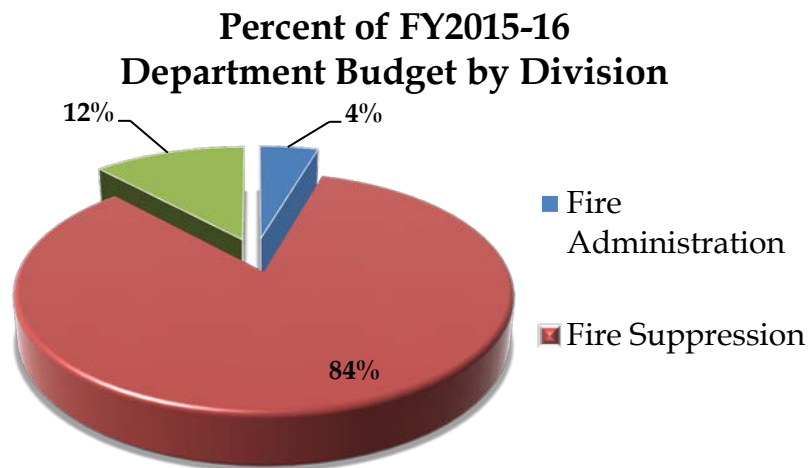
\*1 Authorization of 21 Paramedics includes Engineer Level & Firefighter / HM II Level



# DEPARTMENT BUDGET

DEPARTMENT PROGRAM BUDGET	2013-14 ACTUAL	2014-15 ADOPTED	2015-16 ADOPTED
Fire Administration	\$661,622	\$993,995	\$990,389
Fire Suppression	\$18,278,213	\$18,936,464	\$19,597,333
Fire & Environmental Protection	\$2,350,244	\$2,761,629	\$2,845,182
<b>TOTAL EXPENDITURES</b>	<b><u>\$21,290,079</u></b>	<b><u>\$22,692,088</u></b>	<b><u>\$23,432,904</u></b>

EXPENDITURE SUMMARY	2013-14 ACTUAL	2014-15 ADOPTED	2015-16 ADOPTED
Salaries, Wages & Benefits	\$20,066,011	\$21,007,160	\$21,672,929
Supplies and Other Services	\$888,368	\$1,232,178	\$1,160,525
Capital Outlay	\$67,750	\$71,150	\$217,850
Interfund Expenditures	\$267,950	\$381,600	\$381,600
<b>TOTAL EXPENDITURES</b>	<b><u>\$21,290,079</u></b>	<b><u>\$22,692,088</u></b>	<b><u>\$23,432,904</u></b>



## ADOPTED CAPITAL OUTLAY FY2015-2016

- Backup Command Vehicle \$49,000
- Lifepak 15 Monitor \$34,600
- AutoRAE Charging Stations (5) \$12,000
- Thermal Imaging Cameras Replacement (10) \$95,000
- ChemPro 100i Handheld Gas Monitor (rebudget) \$16,300
- Code Three Vehicle Packages (2) (rebudget) \$11,000

## **FIRE ADMINISTRATION**

Administration is responsible for management of the Fire Department. The division provides strategic planning, leadership, management and support for the Fire Department personnel and the programs that lead to the accomplishment of the department's mission.

### **Major Program Changes**

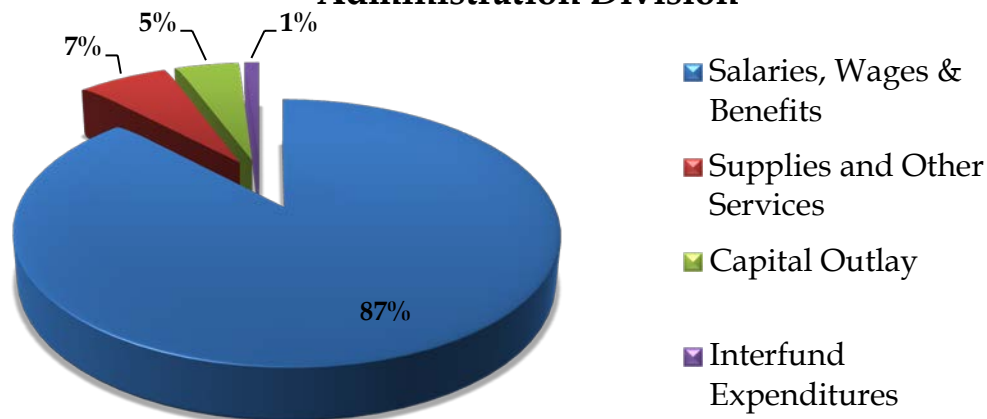
- Consolidated Dispatch Consultant (limited-period-Rebudget) \$20,000

Rebudgets funding for a regional consolidation of dispatch services feasibility study. Several fire departments within Santa Clara County have identified regional fire dispatch as an area of opportunity for regional collaboration to increase efficiencies.

### **Administration Expenditure Summary**

SUMMARY	2013-14 ACTUAL	2014-15 ADOPTED	2015-16 ADOPTED
Salaries, Wages & Benefits	\$608,610	\$914,601	\$861,995
Supplies and Other Services	\$32,841	\$68,294	\$68,294
Capital Outlay	\$3,172	\$0	\$49,000
Interfund Expenditures	\$16,999	\$11,100	\$11,100
	<u>\$661,622</u>	<u>\$993,995</u>	<u>\$990,389</u>

**FY 2015-16 Expenditure Summary  
Administration Division**





## **FIRE SUPPRESSION**

The Suppression Division consists of the Operations, Personnel & Training, and the Office of Emergency Services/Public Information Sections.

The Operations Section provides firefighting, hazardous materials incident, paramedic, and rescue response services from the five fire stations strategically located throughout the City. Firefighters also conduct fire prevention inspections, public education, equipment and facilities maintenance, as well as ongoing training activities. Paramedic Firefighters are assigned to every fire station.

The Training Safety Section plans, schedules, and provides training to firefighters. The section also coordinates the firefighter recruitment and selection process.

The Office of Emergency Service Section is responsible for disaster preparedness and coordinates disaster response.

### **Major Program Changes**

- Treadmill and Elliptical \$7,500

Provides funding for the replacement of treadmills and elliptical trainers at each station on a rotating basis. The units have a service life of five years.

- Firefighter Recruits (rebudget) \$375,000

Rebudgets funding for six Firefighter recruits to attend the Firefighter Academy for three months and for approximately one-month transition-to-shift period.

- Firefighter Recruitments (rebudget balance) \$50,300

Rebudgets the balance of funding for the testing, training, and equipment costs for Firefighter recruitments.

- HazMat Program Training (limited-period) \$45,000

Provides increased funding for the HazMat Training Program. The MOU with Local 1965 specifies up to nine employees per shift that are HazMat Technicians by July 2016.

- EMS First Responder Project (rebudget balance) \$18,500

Rebudgets the balance of the funding received in Fiscal Year 2012-13 for the EMS First Responder Project.

- Promotional Exams (rebudget) \$9,900

Rebudgets funding to conduct promotional assessment centers to fill anticipated vacancies for a Fire Battalion Chief position. The most recent eligibility list expired in July 2014.

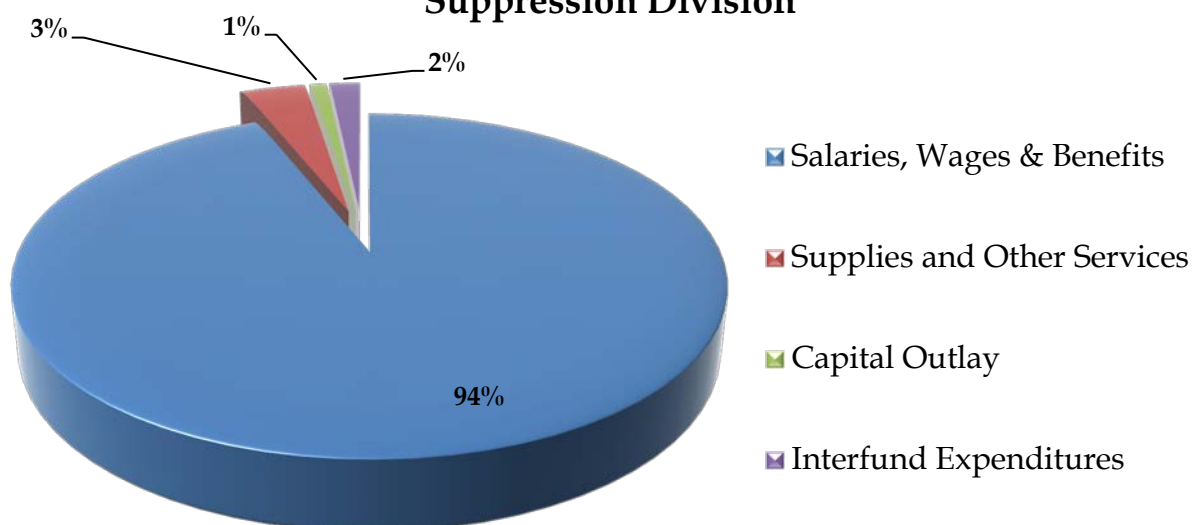
- Hard Suction Hose and Strainer Replacement (limited-period) \$5,000

Provides funding to replace a hard suction hose. The replacement is needed due to the poor conditions of the existing inventory.

### Suppression Expenditure Summary

SUMMARY	2013-14 ACTUAL	2014-15 ADOPTED	2015-16 ADOPTED
Salaries, Wages & Benefits	\$17,364,746	\$17,855,214	\$18,406,958
Supplies and Other Services	\$625,388	\$681,500	\$692,925
Capital Outlay	\$64,578	\$71,150	\$168,850
Interfund Expenditures	\$223,501	\$328,600	\$328,600
	<u>\$18,278,213</u>	<u>\$18,936,464</u>	<u>\$19,597,333</u>

### **FY 2015-16 Expenditure Summary Suppression Division**



## **FIRE & ENVIRONMENTAL PROTECTION**

The Fire & Environmental Protection Division consists of the Environmental Safety and the Fire and Building Safety Sections.

The Environmental Safety Section is responsible for the enforcement of local hazardous materials storage codes, State underground chemical storage tank regulations, industrial waste discharge, and Federal & State regulations related to the control of industrial waste and storm water runoff. Efforts are aimed at preventing uncontrolled releases and movement of hazardous and toxic substances.

The Fire and Building Safety Section is responsible for conducting the City's fire and housing code enforcement programs, fire cause investigations, and technical support to the Suppression Division..

### **Major Program Changes**

#### **Development Services Fund:**

- Multi-Family Housing Program (new limited-period and rebudget balance) \$73,700

Provides additional funding (\$30,300) and rebudgets the balance of funding (\$42,800) to complete the internal audit of the Multi-Family Housing Self- Certification Program. These funds will be used to continue the services with a contract Building Inspector and Office Assistant until December 2015.

- Strong Motion Instrumentation Program (SMIP) (new and rebudget balance) \$23,700

Provides additional funding based on the amount collected April 1, 2014 to March 31, 2015 and rebudgets the balance of funding for SMIP funds to be used for a Community Emergency Response Team (CERT) grant program

#### **Wastewater Fund:**

- Consultant Services for Web-Based Reporting (rebudget) \$20,000

Rebudgets funding to create an electronic reporting system. The State requires all local government agencies to electronically report a hazardous materials business plan, inspection, and enforcement information.

- Hazardous Materials Reporting Portal (limited-period) \$8,000

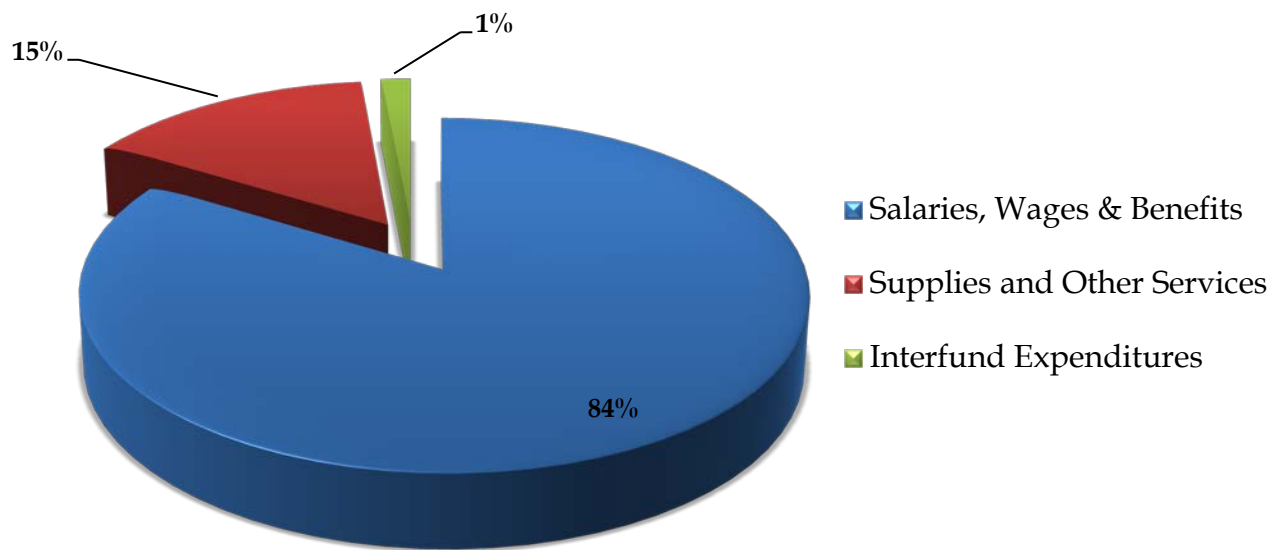
Provides funding for the maintenance and annual license fees of the Hazardous Materials Reporting Portal.



## Fire & Environmental Protection Expenditure Summary

SUMMARY	2013-14 ACTUAL	2014-15 ADOPTED	2015-16 ADOPTED
Salaries, Wages & Benefits	\$2,092,655	\$2,237,345	\$2,403,976
Supplies and Other Services	\$230,139	\$482,384	\$399,306
Capital Outlay	\$0	\$0	\$0
Interfund Expenditures	\$27,450	\$41,900	\$41,900
	<u>\$2,350,244</u>	<u>\$2,761,629</u>	<u>\$2,845,182</u>

### FY2015-16 Expenditure Summary Fire & Environmental Protection Division



## ADDITIONAL PROGRAMS & SERVICES

### FIRE CODE INSPECTIONS



All industrial and commercial businesses are inspected for compliance with the California Fire Code. Special attention is given to high life-safety occupancies, including day-care centers, convalescent and elderly care facilities, and places of assembly such as restaurants, churches and clubs.

### FIRE CAUSE/ARSON INVESTIGATION



When a fire causes extensive fire loss, or the conditions of the fire are suspicious in nature, Deputy Fire Marshals investigate the fire scene for clues to determine cause and origin.

### MULTI-FAMILY HOUSING PROGRAM



Two-thirds of the City's housing stock consists of rental units. The Multi-Family Housing Program was established to maintain this housing stock through an inspection program. Basic building, plumbing, mechanical and electrical issues are inspected in individual dwelling units to ensure a minimum standard of habitability and safety are being maintained in rental units.

### ENVIRONMENTAL PROTECTION



Hazardous Materials Program—Over 250 facilities are inspected during a given year. These facilities use or store hazardous materials ranging from paints and thinners to exotic chemicals used in the manufacture of high-tech equipment components.

Urban Runoff Program—The purpose of this program is to influence and change behaviors that negatively affect storm water runoff. Through practicing various pollution prevention efforts, we can improve water quality in our creeks and Bay at a fraction of what it would cost to install conventional storm water treatment systems.

# COMMUNITY OUTREACH

## THE OFFICE OF EMERGENCY SERVICES

The Mountain View Fire Department Office of Emergency Services (OES) is responsible for helping City employees, residents, businesses and schools prepare for, respond to and recover from emergencies and disasters, both natural and man-made. The duties of the OES include: maintaining the Emergency Operations Center; training City staff; conducting CERT training; conducting Personnel Emergency Preparedness training; and maintaining the City's Emergency Plan.

## THE COMMUNITY EMERGENCY RESPONSE TEAM

The Community Emergency Response Team (CERT) training is free for Mountain View residents and those who work at a Mountain View business and provides instruction and assistance in preparing for potential disasters. The CERT program includes the following elements: Introduction, Organization and Management, Fire Suppression, Damage Assessment, Standard First Aid, Safety and Security, Simple Search and Rescue, Sheltering and Special Needs, Crisis Intervention, and Field Day. The training is provided in English, as well as other languages, including Spanish. For more information including class dates and to register, call the Office of Emergency Services at (650) 903-6825.

## PUBLIC EDUCATION

The Mountain View Fire Department educates the community on the basics of fire safety through a variety of events throughout the year. The annual events included the *A La Carte and Art* downtown event, the four City sponsored *Thursday Night Live* events, the *Art and Wine* events, *Cops that Care*, the *Pancake Breakfast* (**October 3, 2015-0800-1100 Fire Station 4 @ 229 N. Whisman Road**) and numerous neighborhood sponsored events. We also work with high-risk populations, such as seniors and those with disabilities, to ensure that they are aware of the unique challenges facing them and offer options to ensure their safety. The Fire Department worked with local schools to make sure that students in Kindergarten, First and Second Grade were taught fire safety in their classrooms and that every Kindergarten class was able to visit and tour a fire station. When a student is found to be using fire dangerously, the Fire Department is ready to step in to help parents and school officials educate students in the dangers of fire.



# DEPARTMENT CALLS FOR SERVICE

CALL FOR SERVICE BY TYPE: FY2014-15	# OF CALLS	PERCENT
False Alarm & False Call	513	8.8%
Fire	101	1.7%
Good Intent Call	686	11.8%
Hazardous Condition (No Fire)	152	2.6%
Overpressure Rupture, Explosion, Overheat (no fire)	8	0.1%
Rescue & Emergency Medical Service Incident	3906	67.0%
Service Call	419	7.2%
Severe Weather & Natural Disaster	3	0.1%
Special Incident Type	6	0.1%
Other	38	0.7%
<b>TOTAL</b>	<b><u>5832</u></b>	<b><u>100%</u></b>

TOTAL APPARATUS UNIT RESPONSES BY CALL TYPE: FY14-15	# Units Responding
Rescue and Emergency Medical	5985
Fire Responses	342
Fire Alarms / False Calls	647
Good Intent	1105
Hazardous Conditions	374
Service Calls	605
All Other Calls	144
<b>Total Apparatus Unit Response</b>	<b><u>9202</u></b>

## NUMBER OF RESPONSES BY UNIT FY2014-15

ENGINE	RESPONSES	PERCENT OR TOTAL
B51	573	6.2%
E51	1536	16.7%
E52	1396	15.2%
E53	1627	17.7%
E54	925	10.1%
E55	640	7.0%
HM55	18	0.2%
R51	1547	16.8%
T51	731	7.9%
Other (A)	209	2.3%
<b>TOTAL</b>	<b><u>9202</u></b>	<b><u>100%</u></b>

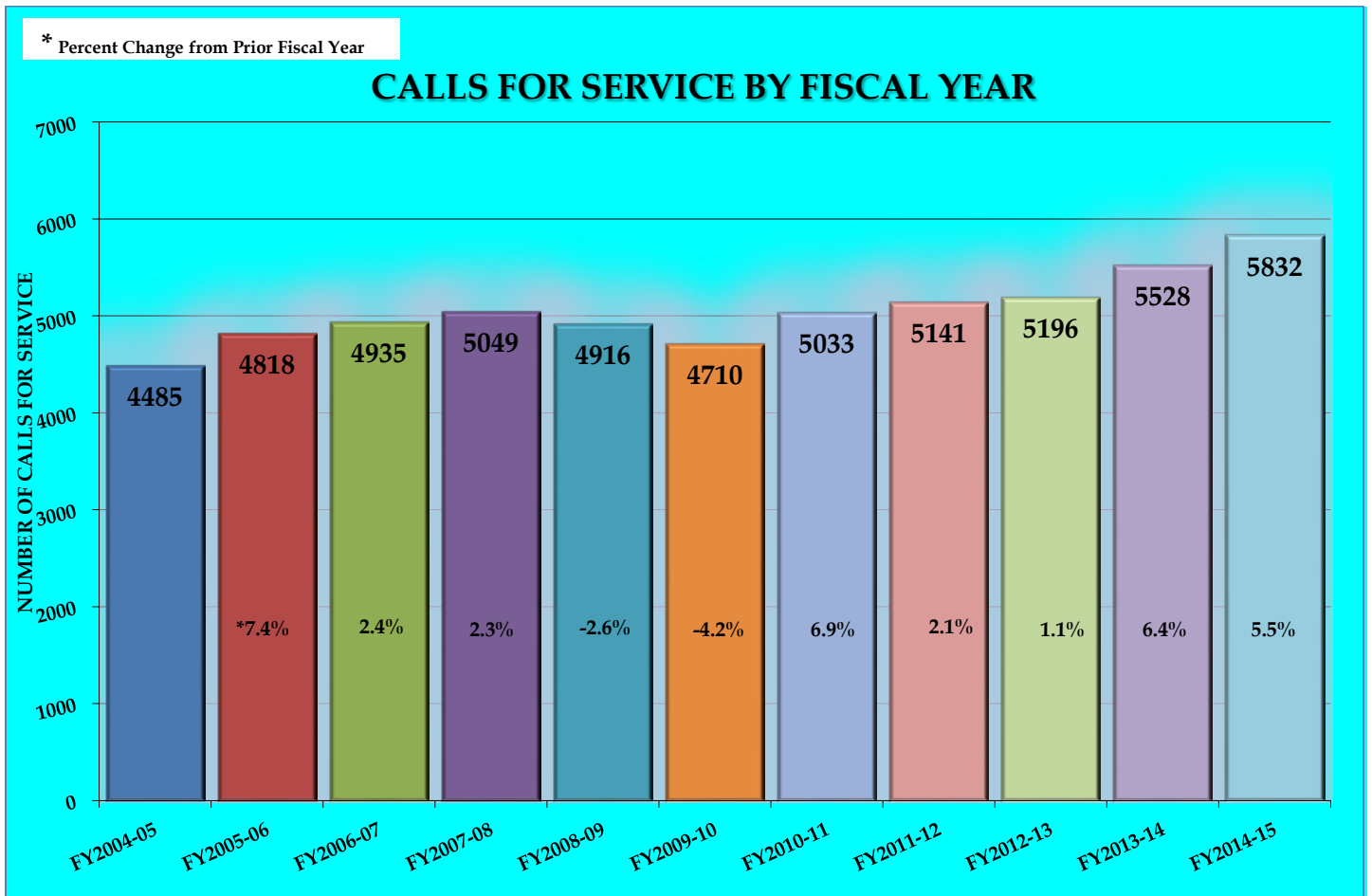
(A) Other encompasses: 18A2, 18A3, 18A5, 18K1, E154, E61, E62, E63, E64, E65, M61, M62, M63, M65, SNYE41, SNYE43, SNYE45, & T66.





## NUMBER OF RESPONSES BY UNIT & MONTH FY2014-15

	July, '14	Aug. '14	Sept. '14	Oct. '14	Nov. '14	Dec. '14	Jan. '15	Feb. '15	Mar. '15	Apr. '15	May '15	June '15	TOTAL	%
B51	41	48	46	44	43	52	41	56	58	50	39	55	573	6.2%
E51	122	140	128	134	118	135	129	133	123	109	119	146	1536	16.7%
E52	101	126	113	142	85	114	126	99	141	117	115	117	1396	15.2%
E53	146	145	124	132	126	137	145	120	147	130	122	153	1627	17.7%
E54	68	75	73	81	86	75	86	83	87	66	68	77	925	10.1%
E55	74	78	57	66	32	52	42	54	40	44	51	50	640	7.0%
HM55	1	1	3	2	2	2	1	1	2	2	0	1	18	0.2%
R51	110	135	109	131	125	139	128	132	171	123	112	132	1547	16.8%
T51	40	60	61	67	45	62	56	59	73	66	64	78	731	7.9%
Other(A)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	209	2.3%
<b>TOTAL</b>	<b>703</b>	<b>808</b>	<b>714</b>	<b>799</b>	<b>662</b>	<b>768</b>	<b>754</b>	<b>737</b>	<b>842</b>	<b>707</b>	<b>690</b>	<b>809</b>	<b>9202</b>	<b>100%</b>



(A) Other encompasses: 18A2, 18A3, 18A5, 18K1, E154, E61, E62, E63, E64, E65, M61, M62, M63, M65, SNYE41, SNYE43, SNYE45, & T66.

## CALLS FOR SERVICE BY CALL TYPE: FY2014-15

Fire	# Calls	% of Total
Fire, other (100)	5	0.09%
Building fire (111)	16	0.27%
Fires in structure other than in a building (112)	4	0.07%
Cooking fire, confined to container (113)	18	0.31%
Fire in mobile home used as fixed residence (121)	1	0.02%
Passenger vehicle fire (131)	14	0.24%
Road freight or transport vehicle fire (132)	1	0.02%
Camper or recreational vehicle (RV) fire (137)	1	0.02%
Natural vegetation fire, other (140)	6	0.10%
Grass fire (143)	1	0.02%
Outside rubbish fire, other (150)	8	0.14%
Outside rubbish, trash or waste fire (151)	5	0.09%
Garbage dump or sanitary landfill fire (152)	1	0.02%
Dumpster or other outside trash receptacle fire (154)	12	0.21%
Special outside fire, other (160)	3	0.05%
Outside storage fire (161)	2	0.03%
Outside equipment fire (162)	3	0.05%
<b>TOTAL</b>	<b><u>101</u></b>	<b><u>1.75%</u></b>
Overpressure Rupture, Explosion, Overheat(no fire)	# Calls	% of Total
Overpressure rupture, explosion, overheat other (200)	1	0.02%
Overpressure rupture of air or gas pipe/ pipeline (221)	1	0.02%
Chemical reaction rupture of process vessel (231)	1	0.02%
Excessive heat, scorch burns with no ignition (251)	5	0.09%
<b>TOTAL</b>	<b><u>8</u></b>	<b><u>0.15%</u></b>

<b>Rescue &amp; Emergency Medical Service Incident</b>	<b># Calls</b>	<b>% of Total</b>
EMS call (321) (including 68 Cardiac Arrest calls)	3484	59.74%
EMS call Cancelled on scene (321C)	26	0.45%
Motor vehicle accident with injuries (322)	257	4.41%
Motor vehicle/pedestrian accident (MV Ped) (323)	43	0.74%
Motor vehicle accident with no injuries. (324)	73	1.25%
Lock-in (if lock out , use 511 ) (331)	4	0.07%
Extrication, rescue, other (350)	1	0.02%
Extrication of victim(s) from vehicle (352)	2	0.03%
Removal of victim(s) from stalled elevator (353)	14	0.24%
Extrication of victim(s) from machinery (357)	1	0.02%
Rescue or EMS standby (381)	1	0.02%
<b>TOTAL</b>	<b><u>3906</u></b>	<b><u>66.99%</u></b>
<b>Hazardous Condition (No Fire)</b>	<b># Calls</b>	<b>% of Total</b>
Hazardous condition, other (400)	8	0.14%
Combustible/flammable gas/liquid condition, other (410)	5	0.09%
Gasoline or other flammable liquid spill (411)	10	0.17%
Gas leak (natural gas or LPG) (412)	22	0.38%
Oil or other combustible liquid spill (413)	8	0.14%
Toxic condition, other (420)	3	0.05%
Chemical hazard (no spill or leak) (421)	1	0.02%
Chemical spill or leak (422)	2	0.03%
Carbon monoxide incident (424)	4	0.07%
Electrical wiring/equipment problem, other (440)	28	0.48%
Heat from short circuit (wiring), defective/worn (441)	3	0.05%
Overheated motor (442)	5	0.09%
Breakdown of light ballast (443)	2	0.03%
Power line down (444)	22	0.38%
Arcing, shorted electrical equipment (445)	16	0.27%
Biological hazard, confirmed or suspected (451)	1	0.02%
Accident, potential accident, other (460)	4	0.07%
Building or structure weakened or collapsed (461)	1	0.02%
Vehicle accident, general cleanup (463)	3	0.05%
Attempted burning, illegal action, other (480)	3	0.05%
Attempt to burn (481)	1	0.02%
<b>TOTAL</b>	<b><u>152</u></b>	<b><u>2.62%</u></b>

Service Call	# Calls	% of Total
Service Call, other (500)	67	1.15%
Persons in Distress, other (510)	27	0.46%
Lock-out (511)	32	0.55%
Water problem, other (520)	11	0.19%
Water evacuation (521)	18	0.31%
Water or steam leak (522)	10	0.17%
Smoke or odor removal (531)	42	0.72%
Public service assistance, other (550)	10	0.17%
Assist police or other governmental agency (551)	8	0.14%
Police matter (552)	12	0.21%
Public service (553)	4	0.07%
Assist invalid (554)	162	2.78%
Defective elevator, no occupants (555)	1	0.02%
Unauthorized burning (561)	11	0.19%
Cover assignment, standby, move up (571)	4	0.07%
<b>TOTAL</b>	<b><u>419</u></b>	<b><u>7.20%</u></b>
Good Intent Call	# Calls	% of Total
Dispatched and cancelled en route (611)	455	7.80%
No incident found on arrival at dispatch address (622)	180	3.09%
Authorized controlled burning (631)	1	0.02%
Steam, other gas mistaken for smoke, other (650)	4	0.07%
Smoke scare, odor of smoke (651)	31	0.53%
Steam, vapor, fog or dust thought to be smoke (652)	3	0.05%
Smoke from barbecue, tar kettle (653)	3	0.05%
HazMat release investigation w/no HazMat (671)	9	0.15%
<b>TOTAL</b>	<b><u>686</u></b>	<b><u>11.76%</u></b>



<b>False Alarm &amp; False Call</b>	<b># Calls</b>	<b>% of Total</b>
False alarm or false call, other (700)	257	4.41 %
Malicious, mischievous false call, other (710)	1	0.02%
Central station, malicious false alarm (714)	1	0.02%
System malfunction, other (730)	12	0.21%
Smoke detector activation due to malfunction (733)	24	0.41%
Heat detector activation due to malfunction (734)	2	0.03%
Alarm system sounded due to malfunction (735)	47	0.81%
CO detector activation due to malfunction (736)	13	0.22%
Unintentional transmission of alarm, other (740)	6	0.10%
Smoke detector activation, no fire - unintentional (743)	46	0.79%
Detector activation, no fire - unintentional (744)	24	0.41%
Alarm system activation, no fire - unintentional (745)	74	1.27%
Carbon monoxide detector activation, no CO (746)	6	0.10%
<b>TOTAL</b>	<b><u>513</u></b>	<b><u>8.80%</u></b>
<b>Severe Weather &amp; Natural Disaster</b>	<b># Calls</b>	<b>% of Total</b>
Severe weather or natural disaster, other (800)	1	0.02%
Wind storm, tornado/hurricane assessment (813)	2	0.03%
<b>TOTAL</b>	<b><u>3</u></b>	<b><u>0.05%</u></b>
<b>Special Incident Type</b>	<b># Calls</b>	<b>% of Total</b>
Special type of incident, other (900)	5	0.09%
Citizen complaint (911)	1	0.02%
<b>TOTAL</b>	<b><u>6</u></b>	<b><u>0.11%</u></b>
<b>Other</b>	<b># Calls</b>	<b>% of Total</b>
Not Recorded	38	0.65%
<b>TOTAL</b>	<b><u>38</u></b>	<b><u>0.65%</u></b>
<b>GRAND TOTAL</b>	<b><u>5832</u></b>	<b><u>100%</u></b>

### MUTUAL AID

- Mutual Aid Received from Palo Alto Fire Department (PAFD): 303
- Mutual Aid Given to PAFD, Los Altos, & Sunnyvale: 335

## PERFORMANCE MEASURES

PROGRAM	PERFORMANCE/WORKLOAD MEASURES	2013-14 ACTUAL	2014-15 ACTUAL	2015-16 TARGET
<b>Suppression</b>	Percent of time a first-in fire engine arrives on a structure fire scene within six (6) minutes of dispatch	100%	100%	100%
<b>Suppression</b>	Percent of time the second due fire engine arrives on a structure fire within eight (8) minutes of dispatch	100%	100%	100%
<b>Suppression</b>	Percent of emergency medical Code 3 calls where responding unit arrives within six (6) minutes of dispatch	95%	93%	>90%
<b>Fire &amp; Environmental Protection</b>	Percent of plans checked within five (5) working days of receipt by division	100%	100%	100
<b>Fire &amp; Environmental Protection</b>	Number of inspections conducted by Environmental Safety Section	1,851	1,769	1,600

## PRESS RELEASES: FISCAL YEAR 2014-15

**April 23, 2015**

**1 Alarm Fatal Fire- Lola Lane**

At 3:05 a.m. Mountain View firefighters were dispatched to reports of a single family home on fire on Lola Lane. Upon arrival firefighters found the house fully involved and neighbors stating that the resident may be inside. A search of the residence was initiated along with fire attack operations. A single resident of the home was found deceased. There was no extension to any surrounding homes. During the incident the Mountain View Department was assisted by Palo Alto Fire Department, Mountain View Police Department, and the Santa Clara County Fire Investigation Task Force. There were no injuries reported for first responders during the incident.

**January 27, 2015**

**2 Alarm Fire- 400 Block Bella Corte**

Monday evening at approximately 11:41 p.m., Mountain View dispatchers received a call from a resident reporting that the fireplace/chimney in their home was on fire. Upon the Fire Department's arrival at the unit, a townhome located on 400 block of Bella Corte, firefighters found smoke showing from the unit with active fire inside the home. Firefighters worked to ensure that the residents were out of the unit and to extinguish the fire. A 2nd alarm was called bringing in additional units from surrounding cities to assist with the operation. Fire damage was limited to one townhouse unit and the four residents who were displaced were assisted by the American Red Cross with temporary housing. During the incident, one resident was treated on scene for minor injuries. There were no injuries to firefighters responding to the incident.

**July 26, 2014**

**2 Alarm Fire- 2000 Block Latham Street**

Mountain View dispatchers received calls reporting a car fire in the carport at an apartment complex on the 2000 block of Latham Street. Upon arrival on scene, firefighters found multiple cars on fire in the carport with heavy flames and smoke. Firefighters worked to prevent extension to the surrounding businesses and apartments and to quickly extinguish the fire. During the incident there was one person who was transported to a local hospital with minor smoke inhalation injuries. Once the fire was out there was a total of seven cars that were completely destroyed by the fire, five cars that had mild to moderate damage, one apartment that had minor smoke damage, and the adjacent car wash had mild to moderate damage to its equipment in one area. There were no injuries to firefighters responding to the incident.

**July 15, 2014**

**2 Alarm Fire- 200 Block Elmwood Drive**

Mountain View 911 dispatchers received calls reporting a fire at a single family residence on the 200 block of Elmwood Drive. Firefighters quickly arrived on scene to find heavy smoke in the area and flames coming from the home. Firefighters quickly worked to extinguish the fire, while also treating one of the residents for smoke inhalation. The resident was transported to a local hospital with minor injuries and firefighters worked to control and extinguish the fire. Fire damage to the home was significant and there was no extension to surrounding homes. Fire crews remained on scene overnight to protect the scene and extinguish hot spot.

# MAJOR DEPARTMENT GOALS & ACCOMPLISHMENTS

## GOALS FOR FY2015-16

1. Complete reassessment of the Multi-Family Housing Inspection Program to create operational efficiencies in program implementation.
2. Participate as an active member of the Trash Capture Feasibility Study work group in development and review of long-term trash load reduction planning.
3. Continue to collaborate with the fire agencies within Santa Clara County to develop community focused and sustainable initiatives that improve service quality, create operational efficiencies, eliminate redundancy, and leverage existing emergency response resources. This is inclusive of:
  - a) Complete the feasibility study on dispatch consolidation between Mountain View, Palo Alto, San Jose, and County Fire.
  - b) Full boundary drops implementation between Los Altos and Mountain View.
4. Enhance our community outreach efforts to teach safety and risk reduction curriculum to our local elementary schools.

## ACCOMPLISHMENTS FOR FY2014-15

1. We procured a Grant from FEMA “Staffing for Adequate Fire & Emergency Response” (SAFER) for upgrading our mobiles (in the apparatus) and portables (hand held) radios. This provided a savings to our City in excess of \$100k. The radios have been issued and installed in apparatus providing our agency with greater interoperability with all public safety agencies in northern California.
2. CERT graduated five classes with a total of 100 graduates; three continuing education classes for graduates from previous years; and two Citywide CERT exercises for established CERT neighborhoods.
3. We gave 26 station tours; witnessed 6 school fire drills; attended 12 neighborhood events; offered 2 lifeguard training classes; and gave 8 fire drills/fire safety presentations at senior housing facilities.
4. We were able to construct the “L-Cell”, prepare the training site, pave the working area, and deliver the Live Fire fixed facility on time and on budget. Since it’s installation we have ran “Train the Trainer” courses, Fire Academies from the region, our own MVFD Firefighters, and numerous Fire Departments from Northern California.



## STATION LOCATIONS

**Station 1:** 251 S. Shoreline



**Station 2:** 160 Cuesta Drive



**Station 3:** 301 N. Rengstorff



**Fire & Environmental  
Protection**

500 Castro St. 4<sup>th</sup> floor



**Station 4:** 229 N. Whisman



**Station 5:** 2195 N. Shoreline



**Administration:** 1000 Villa





## DEPARTMENT PHOTOS





# DEPARTMENT FLEET

Engine 51 @ Station 1



Engine 52 @ Station 2



Engine 53 @ Station 3



Engine 54 @ Station 4



Engine 55 @ Station 5



Engine 152 @ Station 2



Engine 154 @ Station 4



Rescue 51 @ Station 1



Truck 51 @ Station 1



Hazmat 55 @ Station 5



BC Vehicle @ FD Admin

